

**MARICOPA ASSOCIATION OF GOVERNMENTS
REGIONAL CONTINUUM OF CARE COMMITTEE ON HOMELESSNESS
MEETING MINUTES
JULY 17, 2006**

MEMBERS ATTENDING:

Greg Stanton, Councilmember of Phoenix,
Chair
Roberto Armijo, Community Information &
Referral Services
Karen Zienta for Maryann Beerling Thomas,
New Arizona Family
Allison Blanchard, Governor's Office
Judy Bowden, Mesa United Way
*Brad Bridwell, US Vets
*Kathryn Brown, AZ Dept of Corrections
*Tom Canasi, City of Tempe, Co-Vice Chair
Kendra Cea, APS
*Kelly Dalton, City of Goodyear
Trinity Donovan, Valley of the Sun United
Way
Steve Frate, City of Glendale, Councilmember
Theresa James, City of Tempe
Don Keuth, Phoenix Community Alliance, Co-
Vice Chair
*Dan Lundberg, City of Surprise
Mark Holleran for Mike McQuaid, HSC
Carrie Mascaro, Catholic Charities
Terra Masias for Chicanos Por La Causa
*Meggan Medina, AZ Dept of Housing
*Guy Mikkelsen, Foundation for Senior Living
*Carolyn Mitchell, Wells Fargo
*Darlene Newsom, United Methodist Outreach
Ministries
*Brenda Robbins, Department of Health
Services
Stephen Sparks for Laura Skotnicki, Save the
Family
Annette Stein, Maricopa County HS
*Jacki Taylor, ACEH
*Margaret Trujillo, Maricopa County Courts
*Mike Whalen, Councilmember of Mesa

*Mary Rose Wilcox, Maricopa County,
Supervisor
*Ted Williams, AZ Behavioral Health
Corporation
Margot Cordova for Diana Yazzie Devine,
Native American Connections

OTHERS PRESENT

Jane Albin, City of Mesa
Sheila Bates, House of Refuge
Ray Burrell, Nova Safe Haven
Ken Einbinder, HUD
Robert Duvall, CIR
Rebecca Flanagan, HUD
DeDe Gaisthea, MAG
John Gallagher, AAA
Dick Geasland, Tumbleweed
Riann Henkin, City of Phoenix
Kim Hohman, Governor's Office
Stephanie Knox, Value Options
Gilbert Lopez, City of Glendale
Arthur Morales, SWBH
Nick Margiotta, Phoenix Police Dept
Brande Mead, MAG
Wayne Parker, Piper Trust
Marlena Pina, Salvation Army
Tom Pynn, CPLC
Margaret Reiber, YWCA
Amy St. Peter, MAG
Lee Smyres, Advocates for the Disabled
Jim Welter, HBYS

**Those members neither present nor represented by
proxy.*

+Those members present by audio or videoconference.

1. Call to Order and Introductions

Chairman Greg Stanton called the meeting to order at 2:08 p.m. and introductions ensued.

2. Call to the Audience

No comments were made at this time.

3. Approval of the May 22, 2006 Meeting Minutes

Chairman Stanton called for a motion to approve the May 22, 2006 meeting minutes. Co-Vice Chair Don Keuth made a motion to approve the minutes as presented. Kendra Cea, APS, seconded the motion and it was approved unanimously.

4. Planning Subcommittee Report

Chairman Stanton asked Brande Mead, MAG to provide the Planning Subcommittee report. Ms. Mead reported that the Planning Subcommittee met on June 19, 2006 and discussed 2006 HUD application feedback, a demo agency report from the AZ Evaluation Project, and developing a report card to track the progress of the goals in the HUD application.

Ms. Mead stated that there would be further discussion later on in the agenda on the HUD application feedback and the AZ Evaluation Project agency report.

Chairman Stanton called for a motion to approve the work of the Planning Subcommittee. Roberto Armijo, CI&R, moved to approve the Subcommittee's work. Kendra Cea, APS, seconded the motion and it was approved unanimously.

5. Membership Subcommittee Report

Chairman Stanton introduced Vice Chair Don Keuth who provided an update on the Membership Subcommittee. Vice Chair Keuth commented that the subcommittee met on July 6, 2006 and used the meeting to further review the Committee roster. He reported that some members have stepped down and previously recommended new members have been added to the Committee. He added that proxies had been identified for some members. Vice Chair Keuth said that there are about four vacancies on the Committee and that the Membership Subcommittee is following up with some individuals. Vice Chair Keuth went on to say that staff is working on ways to formalize the membership process to ensure a good balance of membership.

Chairman Stanton thanked the subcommittee and called for a motion to approve the work of the Membership Subcommittee. Councilmember Frate moved to approve the Subcommittee's work. Roberto Armijo seconded the motion and it was approved unanimously.

6. AZ Evaluation Project Update

Chairman Stanton introduced Wayne Parker from the Virginia G. Piper Charitable Trust and thanked him for being a key part of the Arizona Evaluation Project by analyzing the data that has been collected in this project. Mr. Parker began his report by stating that about four years ago he was asked by John Epler to take on this project and he has been working on it since then. Mr. Parker explained that agencies would be receiving feedback in August on the data they have entered in the self-sufficiency matrix.

Mr. Parker reviewed goals of the project. He explained that the focus of the project is to evaluate the effectiveness of homeless programs and to identify programs that are

benefiting their clients. The program requires a conscious shift from a focus on outputs to investing in outcomes. The program will provide agencies with feedback and show what interventions produce positive results. It will also help funders determine where to target their investments.

Mr. Parker explained the differences between the measurement and predictive model. He said that the measurement model was found to be statistically valid within all three Continua of Care, however, the typical client in each Continuum was found to score differently.

Mr. Parker mentioned that a pilot project was conducted and when clients filled out the matrix themselves it didn't work as well. Therefore, he said it is important to use the matrix as a case management tool for best results. Mr. Parker discussed the predictive model and explained how the predicted change constitutes the expected change, which is compared to the actual client change. He explained the importance of having a high compliance rate of clients entered in the matrix. He added that the current compliance rate is low.

Mr. Parker presented some preliminary overall findings. Based on the preliminary findings, he suggested that a blend between transitional housing and the housing first model is suggested for clients to achieve maximize results. Mr. Parker added that the information could be used to strengthen weaknesses within programs. Mr. Parker presented a demo agency report that shows each program's strengths and weaknesses. He explained that an agency report will be completed for each agency on August 15th and will be sent to the agencies shortly thereafter. He added that one of the goals of the project is to provide agencies with feedback on the data results. Another project goal is for agencies to improve their performance. He stressed the importance of finding a balance between the possibility of learning from each other and confidentiality of information.

Stephen Sparks asked if feedback would be provided on each of the 17 domains in the self-sufficiency matrix. Mr. Parker stated that it is possible but the information is not as statistically valid when presented that way. Ms. St. Peter added that it would be very labor intensive as well for Mr. Parker to provide that level of detail for each agency. Mr. Parker said that the agency reports would be graphed out over time to determine agency trends.

Mark Holleran asked what the Continuum's plan is for the project. Amy St. Peter said that the highest goal of the project is to provide technical assistance to the agencies. The continuum will be voting on how the data is used along the way. It's possible that the information will be used to inform the ranking and review process.

Mr. Parker mentioned that in the perspective of a funder, this project has been identified by HUD as a national model. Ms. St. Peter said that agencies could use the results of the data locally and nationally to apply for funding. Ms. St. Peter mentioned that Wayne Parker was asked to present this information with Dennis Culhane at the National HMIS Conference in Denver.

Mr. Holleran said that his agency is not getting HUD funding but they are participating in the AZ Evaluation Project. Ms. St. Peter mentioned that HUD is looking at the continuum as a whole not just the McKinney-Vento funded projects. The AZ Evaluation Project results will show that all the partners in the continuum are strong. Rebecca Flanagan commented that HUD likes to see other dollars leveraged in the community. Ms. St. Peter replied that the Continuum increased the dollars leveraged in this year's application to more than dollar for dollar.

Margot Cordova asked if small projects would be receiving a demo agency report as well. Mr. Parker said he will be doing the reports by project but if the project is small then will run an agency report as well.

Chairman Stanton asked about confidentiality of the data. Mr. Parker replied that confidentially control would be up to the Continuum and noted that sharing of information would be beneficial for agencies. Chairman Stanton noted that it would be a good idea to discuss how to proceed with information sharing among agencies as a future agenda item.

7. Review of the 2006 HUD Application Process

Chairman Stanton asked Brande Mead to provide a report on the feedback of the 2006 HUD application process. Ms. Mead stated that she has collected feedback from a survey that was issued to members and from feedback discussed at the June Planning Subcommittee meeting.

Ms. Mead said that the results of the survey are very positive. Percentages went up in all categories this year showing an overall improvement in the application process. The highest scored category was technical assistance and the lowest scored category was ranking and rating. Ms. Mead passed out a graph which showed the results and a document comparing the results of the 2006 feedback to the results of the 2005 feedback. Ms. Mead reported the following feedback taken from comments at the Planning Subcommittee meeting and from the written comments provided in the survey:

- Application was more efficient because of the eCFund electronic system.
- Agencies seemed to be more prepared for the ranking and rating process.
- Positive feedback on the training and technical assistance was provided.
- Recommendation that we look at evaluation of project goals differently.
- Recommendation that weights for the 2007 application be worked on earlier so agencies have more time to respond.
- Recommendation made for more turn-around time be given to agencies responding to Ranking and Review Committee questions and more notice given on presentations.
- Recommendation made to measure goal achievement from the AZ Evaluation Project.
- Define the ranking and review process more clearly in the future.

Ms. Mead continued to say that two of the HUD applications were turned in late this year and this was the first year that the Continuum of Care Appeals Committee was brought together to discuss the outcomes of the late applications. She also mentioned that she had received strong feedback to make the process competitive next year.

Chairman Stanton explained the outcome of the appeals process and stated that they agreed to accept the applications but with the caveat that they be ranked at the bottom of the list. He said that even though the projects were ranked last, the Continuum feels that the overall application to HUD is strong enough that those projects will be funded. Chairman Stanton asked that the Planning Subcommittee look at the late application issue and the competitiveness of the applications at a future meeting. Amy St. Peter thanked the agencies for all their work with the application. She also thanked the United Way and the Ranking and Review Committee.

8. HMIS Update

Chairman Stanton welcomed Robert Duvall, Community Information and Referral and asked him to provide the Continuum with an update on the HMIS project. Mr. Duvall thanked the Chairman and members of the Committee and continued with his update. He said that 100 percent of the projects, except for domestic violence projects, would be on HMIS in the next few weeks. As of now, 38 agencies are using HMIS. Mr. Duvall explained that he is working with the City of Phoenix to complete an electronic CDBG report.

Mr. Duvall went on to say that HMIS has been implemented with the CONTACS hotline through Community Information and Referral. He shared some of the results of the data from the Contacs project with the committee. Through the HMIS they have been able to look at bed availability within the system. At this point, 53 percent of callers have been able to be referred to shelters. Mr. Duvall explained that this percentage has increased this year because of the additional low-demand beds available at the Human Services Campus. Information is also being gathered on where clients slept the night before.

Riann Henkin, City of Phoenix, stated that it has been more than a pleasure to work with Mr. Duvall and his staff in providing the monthly reports. The HMIS staff has enabled agencies to generate reports with the simple click of a button. This option has been wonderful and creates less work for the agencies. Ms. Henkin thanked Mr. Duvall and his staff for providing such wonderful technical assistance. Vice Chairman Don Keuth also thanked the HMIS project team for providing the report and for their work.

9. Call to the Audience

No comments were made at this time.

10. Announcements

Mark Holleran, Central Arizona Shelter Services (CASS) commented that CASS is functioning at full capacity at the low demand shelter at over 300 people a night. Mr. Holleran also mentioned that the women and families shelter has moved to the old St. Vincent De Paul dining hall. He said that there were 90 women and 20 families at the shelter last night. He stated that the high numbers of people at the shelters shows an incredible demand and need for additional shelter beds. He said that he hopes for a regional discussion to take place on the issue soon.

Mr. Holleran mentioned the SSBG funding cuts of almost 20 percent and said he hopes that the Continuum can take a position on the issue. He added that if the cuts go through, CASS would be cut by about \$60,000. He is concerned about the possible cut because it would be to an area that he has a hard time raising funds for. Ms. St. Peter stated that public written comments regarding the possible SSBG cuts are due today at 5:00 p.m. but it is possible that the comment period will be extended. She encouraged people to make a public comment if they are concerned about the issue.

Kendra Cea, APS, announced that APS is in collaboration with SRP to print 10,000 English and Spanish heat related emergencies brochure created and designed by Maricopa County's Department of Health Services.

Roberto Armijo, Community Information and Referral, thanked Ms. Henkin for the comments she made earlier about the HMIS project team. He added that last month the project received national accreditation from AIRS.

11. Adjourn

The meeting adjourned at 3:21 p.m. The next meeting is scheduled for Monday, September 25, 2006 from 2:00-3:30 p.m. at the MAG offices in the Saguaro Room.